

PUBLIC SUBMISSION

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Summary of Benefits and Coverage and Uniform Glossary

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IA

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General Comment

The glossary is hard to read, uses technical language, and jargon. It has an odd lay-out for a glossary -- the paragraphs below each heading are text dense. the highlighting is confusing. The see-saw image doesn't seem to convey the meaning in terms of components of payment.

Please ensure use of plain language and involve end-users, including adult learners and others, in additional revisions.

Thank you.